

**NORTON MASSACHUSETTS**  
**JOB DESCRIPTION: TOWN CLERK**

**Position Purpose:**

The purpose of this position is to perform administrative and supervisory work in connection with the maintenance of official municipal records, the issuing of various licenses and official documents, the management of the Town census and the direction of election activities. Performs all other related work as required.

**Supervision:**

*Supervision Scope:* Performs a variety of highly responsible functions in accordance with state statutes and town bylaws requiring the exercise of considerable judgment and discretion in interpretation and application, and for which there is direct accountability to the Town Manager.

*Supervision Received:* Works under the administrative direction of the Town Manager and according to applicable Massachusetts General Laws and relevant state, federal and local regulations and standards. Consults with supervisor only where clarification, interpretation, or exception to municipal policy may be required.

*Supervision Given:* Supervises department employees, poll workers, and all other people working in the Town Clerk's office. Develops job directions, assigns tasks, provides instructions and evaluates personnel performance.

**Job Environment:**

A majority of work is performed under typical municipal office conditions, with frequent interruptions; noise level is moderate. Scheduled hours include evening meetings and an extended workday when elections are conducted. The Town Clerk is also required to attend all annual and special town meetings. Occasionally may be expected to work outside of normal business hours.

Regularly operates a computer, telephone, copier, facsimile machine and other standard office equipment.

Frequent interaction with the general public, town employees, state agencies, clerks in other communities, and vendors. Contacts are in person, in writing, and by telephone. Contacts generally involve providing information of a technical or factual nature to the public or interested parties.

Has access to department-level confidential information such as restricted vital statistics; the application of appropriate judgment, discretion and professional office protocols is required.

Errors could result in significant confusion and delay, result in improper disclosure of confidential information, and cause adverse public relations.

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**Essential Functions:**

*(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

Acts as the *Information Source* to the town departments and the general public regarding all federal, state, and local regulations and town bylaws, rules and regulations.

Serves as *Custodian of all Town Records*. Goes to court on behalf of the Town when served. Has custody of books, reports, and laws received from the Commonwealth.

Serves as *Chief Election Officer* for the Town with full responsibility for the total administration of fair and impartial local, state and federal elections and activities. Serves as ex-officio member and clerk of the *Board of Registrars* supervising all aspects of voter registration; hires, trains and supervises part-time election personnel. Manages voter list and related functions using automated state voter registration information system. Prepares, receives, and certifies names on nomination papers and of candidates for town elections and posts lists of candidates duly nominated. Certifies initiative petitions. Prepares and orders ballots and other necessary forms for local elections. Makes arrangements for application, mailing and return of absentee ballots at all elections. Responsible for the maintenance, testing, and transport of all voting equipment to voting precincts for each election. Prepare, record, and report official results to the Secretary of the Commonwealth. Transmit to the Secretary of State after every annual election, a complete list of town officers elected and qualified, and reports any changes in such offices as they occur. Maintain and ensure accuracy of election systems.

Serves as *Registrar of Vital Statistics*, Register all vital events occurring within the community and those events occurring elsewhere to local residents. Create, record and preserve original birth, marriage and death records providing the basis for the Commonwealth's central vital registration system. Serves as custodian of town records and issues certified copies of same; records and issues certified copies of births, deaths and marriages; submits reports to state and other authorities as required. Assists the public in conducting genealogical research, using such records.

Records *Town Meeting Votes* and sends accepted bylaws to the Attorney General's office for approval. Prepares calendar for annual and special town meetings. Prepares voter list for checking voters into town meetings, keeps records of attendance. Notifies Secretary of State of the acceptance by the Town of Chapters and Sections of General Laws and of any Special Acts. Assists the Moderator in preparing for and carrying out Town Meeting.

Records and files applications, maps and decisions of the Planning Board. Records and maintains files on preliminary and definitive subdivision plans; receives and records decisions of Zoning Board of Appeals and all appeals to such decisions.

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Administers the *Annual Town Census*; responsible for the updating, printing, and mailing of the census; conducts follow-up calls for unreturned census; prepares annual street list.

Receives and files meeting notices and minutes of all town boards and committees.

Issues a variety of *State and Town Licenses, Permits and Certificates*, including burial permits; provides for adequate maintenance of associated records and the collection of fees; submits monthly reports and fees to the Treasurer; maintains bank accounts. Issues annual dog licenses, ensuring that vaccination against rabies is current. Responsible for the notifications, issuance of citations to dog owners, and the collection of all related fees related to late licensing. Issues fishing/game licenses.

Serves as *Keeper of the Official Seal of the Town*; administers oaths as necessary to all elected officials, appointed members of boards and committees, and police and fire department personnel. Ensure that all officials are informed in writing of the state's Ethics, Open Meeting, and Conflict of Interest Laws.

Handles *Public Notice Filings*. Records telephone pole locations; bills for pole locations and collects fees. Records, files and indexes business certificates, and other documents. Searches for records for public and furnishes certified copies.

Prepares and oversees the budget for the Town Clerk's office. Requisition of all office supplies and equipment, as needed; processes all departmental bills for payment.

Maintains cash record book with accounting to Treasurer and Accountant on all fees collected by the office; cash turned over to Treasurer monthly or as frequently as needed.

Reviews and implements new legislation concerning the functions of the office.

Maintains a professional association with the Mass Town Clerk's Association and other Clerk's organizations. Attends Clerk's conferences, meetings and seminars to keep abreast on all activities and responsibilities of the Town Clerk.

Prepares the Annual Report for the Town Clerk and Board of Registrars for the Town Report.

Responsible for the maintenance and codification of bylaws. Works with archivist to inventory and preserve town records.

Act as a liaison for the public. Assist people with filing of necessary forms and documents. Responds to a variety of inquiries and questions.

Responsible for campaign finance law administration, including explanation of laws and requirements and filings, serving as reference and resource.

Performs similar or related work as required.

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## **Recommended Minimum Qualifications:**

### Education, Training and Experience:

Bachelors Degree is desirable; previous experience as an assistant town clerk; three to five years experience in an office setting to acquire familiarity with standard office procedures and records management. Equivalent of education and experience may be considered. Computer efficiency is a must.

### Special Requirements:

Ability to become bonded  
Commissioned as a Notary Public  
Valid driver's license

### Knowledge, Ability and Skill:

*Knowledge:* In depth knowledge of state, local and federal statutes and regulations applicable to the duties and responsibilities of a Town Clerk's Office. In depth knowledge of town operations. Working knowledge of office equipment and the operation of computer software applications.

*Ability:* Ability to establish and maintain effective and harmonious working relationships with subordinates, town officials, state agencies and the general public. Ability to communicate effectively in written and oral form. Ability to supervise, delegate and lead subordinates effectively. Ability to establish and maintain complex record keeping systems. Ability to prioritize multiple tasks and deal effectively with interruptions, often under considerable time pressure. Ability to prepare and administer budgets and to prepare financial reports. Ability to operate standard office equipment. Ability to exercise independent judgment in conducting duties and responsibilities.

*Skill:* Excellent customer service, communication and interpersonal skills. Skill in operating computers and utilizing appropriate software applications. Excellent organizational skills. Skill in all of the above listed tools and equipment.

### Physical Requirements:

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Regularly required to walk, stand, sit, talk, and hear; operate objects, tools, or controls; pick up paper, files, and other common office objects. Lifts/moves objects weighing up to 30 pounds. Ability to view computer screens and work with details for extended periods of time. Ability to operate a keyboard and calculator at an efficient speed.

*(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)*